Product Description

Web Application Hosting

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Shared Web Hosting

Summary

Shared Web Hosting is useful for all agencies that do not wish to own and maintain their own server and application software environments. The premise of shared hosting is that multiple customers are housed on a single server. Shared hosting is geared toward agencies that:

- ?? Want a static Web site with: domain name registration assistance, multiple domain names that map to the registered domain name, an allocation of file storage and directory setup for the Web site files (HTML and graphic image files), e-mail addresses, and Web site creation services.

- ?? Want to deploy database driven Web applications without making significant investments in hardware, software, and specialized technical support personnel. Shared hosting customers have many of the following requirements and characteristics:

The shared hosting user agency needs only to have a File Transfer Protocol (FTP) program for exchanging files with the shared host. Shared hosting is for agency Web sites for which large amounts of bandwidth and storage are not a concern.

Overview

The Shared Web Hosting product provided by ITS is designed for customers who do not wish to own and maintain their own server and application software environments. Shared hosting agreements generally leave hardware technical support and maintenance with ITS staff, however this type of agreement can be customized to allow agency staff to do much of their own application technical support. Agency technical personnel essentially see a virtual server running only their application.

ITS offers three shared hosting plans designed to meet specific customer needs. Details of each plan are summarized in the chart below. In addition to the disk space allocation available in each hosting package, customers may purchase additional disk space in 100 MB increments.

Shared Web Hosting Rates

Bronze Level

Included Services		
Setup, including Operational Acceptance Testing	$75 (1 hour)	
Monthly Fee	$25	
Disk Space	50 MB	
E-mail Accounts	10	
Forwarders	10	
Auto Responders	10	
Domain Name Services		
Apache Web Server		
Microsoft IIS Server		
FrontPage Extensions		
JDBC/ODBC data sources		
MySQL or Postgress Database Access		
GroupWise Web Email Support		
JSP support, JavaScript, Java Servlets		
CGI bin for Perl		
Real Audio/Video Support		
Application Server Monitoring		
SSL Secure Server (40 bit)		
Actuate Reports Repository		
iPlanet Application Server		
WebSphere Application Server		
InterWoven Content Management		
Novell Portal Services Integration		
SiteMinder Integration		
Backups		
Basic Webtrends Reports		
Optional Services		
Netscape Enterprise Server (iPlanet)	Optional	
SSL Secure Server (128 bit)	Optional	
Consulting/Design Services (As Needed)	75.00/hr.	
Database Services (As Needed)	75.00/hr.	

Additional Disk Space (for all plans)	
100 MB	$10

Shared Web Hosting Rates

Silver Level

Included Services		
Setup, including Operational Acceptance Testing	$300 (4 Hours)	
Monthly Fee	$100	
Disk Space	300 MB	
E-mail Accounts	20	
Forwarders	20	
Auto Responders	20	
Domain Name Services		
Apache Web Server		
Netscape Enterprise Server (iPlanet)		
Microsoft IIS Server		
JDBC/ODBC data sources		
MySQL or Postgress Database Access		
DB2 Database Access		
Oracle Data Base Access		
SQL Server Data Base Access		
GroupWise Web Email Support		
JSP support, JavaScript, Java Servlets		
CGI bin for Perl		
Real Audio/Video Support		
Application Server Monitoring		
SSL Secure Server (40 bit)		
Actuate Reports Repository		
iPlanet Application Server		
Versata Logic Server		
WebSphere Application Server		
InterWoven Content Management		
Novell Portal Services Integration		
SiteMinder Integration		
Backups		
Basic Webtrends Reports		
Optional Services		
SSL Secure Server (128 bit)	Optional	
Consulting/Design Services (As Needed)	75.00/hr.	
Database Services (As Needed)	75.00/hr.	

Shared Web Hosting Rates

Gold Level

Included Services		
Setup, including Operational Acceptance Testing	$450 (6 Hours)	
Monthly Fee	$150	
Disk Space in MB	500 MB	
E-mail Accounts	30	
Forwarders	30	
Auto Responders	30	
Domain Name Services		
Apache Web Server		
Netscape Enterprise Server (iPlanet)		
Microsoft IIS Server		
JDBC/ODBC data sources		
MySQL or Postgress Database Access		
DB2 Database Access		
Oracle Data Base Access		
SQL Server Data Base Access		
GroupWise Web Email Support		
JSP support, JavaScript, Java Servlets		
CGI bin for Perl		
Real Audio/Video Support		
Application Server Monitoring		
SSL Secure Server (40 bit)		
Actuate Reports Repository		
iPlanet Application Server		
Versata Logic Server		
WebSphere Application Server		
InterWoven Content Management		
Novell Portal Services Integration		
SiteMinder Integration		
Backups		
Basic Webtrends Reports		
Optional Services		
SSL Secure Server (128 bit)	Optional	
Consulting/Design Services (As Needed)	75.00/hr.	
Database Services (As Needed)	75.00/hr.	

Managed Web Hosting

Summary

With a managed hosting agreement, ITS provides hosting services and is responsible for day-to-day management of the hosting environment. Customers with limited IT staff typically cannot run a Web site around the clock. Nor can many customers afford to invest in their own data center. In these situations, agencies should consider ITS hosting personnel as an extension of their own IT staff. Managed hosting services allow the customer to take full advantage of ITS staff process and experience to implement solutions in less time, at a lower cost, and with higher reliability.

Overview

The typical managed hosting environment is comprised of multiple servers (e.g., Web, application and database), dedicated firewalls, and back-end links to legacy systems at the customer premise. ITS assumes responsibility for the performance of all infrastructure components required to make the customer site functional. ITS staff could be responsible for updating Web content provided by the agency, and any changes to the supported applications. Agencies that opt for this service need to be comfortable with surrendering some technology control to the service provider.

This service is available on a limited, pre-approved basis for State executive branch agencies due to staffing resource limitations. Fees for these services are based upon agency hosting requirements and software development and maintenance agreements with ITS which are reflected as special billing agreements.

Managed Web Hosting Rates	
Service Option	**Rate**
Load Balancing	Per Quotation
Managed Storage Services	Per Quotation
Managed Security Services	Per Quotation
Application Administration Services	Per Quotation
Monitoring Services	Per Quotation
System Administration Services	Per Quotation
Sun Server – iPlanet Production Platform(s)	Per Quotation
AIX Server – WebSphere Production Platform(s)	Per Quotation
Compaq Server - Production Platform(s)	Per Quotation
Oracle Shared Database Access	Per Quotation
Oracle Dedicated Server Database Access	Per Quotation
DB2 Shared Database Access	Per Quotation
SQL Server Database Access	Per Quotation
XML Messaging Server Access	Per Quotation
Application Load Testing	Per Quotation
e-Commerce Services (Payment Gateways, etc.)	Per Quotation
Streaming Content	Per Quotation
Service Level Agreements	Standard
Consulting/Design Services (As Needed)	75.00/hr.
Database Administration Services (As Needed)	75.00/hr.

Dedicated Web Hosting

Summary
Dedicated Web Hosting offers a one-server-to-one-client relationship. Dedicated hosting allows agencies of any size to utilize pre-configured, state-of-the-art equipment and connectivity. Security, reliability, maintenance, and support translate into less responsibility for the customer. ITS is typically responsible for acquiring the server platform, and all maintenance, upgrades, and is responsible for any downtime associated with hardware failures. The customer relationship is essentially a rental relationship for the resources and associated contracted services.

Overview
The Dedicated Hosting product provided by ITS allows customers to have exclusive use of a pre-configured web server. Servers and any specialized software licensing are provided at a negotiated rate with agencies that generally does not exceed one third of the capital acquisition cost of the server and specialized software for a given year. All other licensing, support, and monitoring services are negotiated with the agency per existing rate schedules and are incorporated into a special billing agreement with the agency.

Dedicated Web Hosting Rates		
Billable Item	Setup Fee	Rate
Dedicated Sever	Per Quotation	Per Quotation
Consulting Services (As Needed)	none	75.00/hr.

Dedicated Web Hosting Rates
Service Options
Apache Web Server
Netscape Enterprise Server (iPlanet)
Microsoft IIS Server
JDBC/ODBC data sources
ODBC data sources
ASP Support, VB Script
JSP support, JavaScript, Java Servlets
CGI bin for Perl
Real Audio/Video Support
System Administration
Managed Storage Services
Monitoring Services
Application Administration Services
Managed Security Services
SSL Secure Server
Actuate Reports Repository
InterWoven Content Management
Novell Portal Services Integration
eWork Integration
SiteMinder Integration
Consulting/Design Services (As Needed)
Data Base Administration Services

Co-Located Web Hosting

Summary

Co-Located Web Hosting is useful for large agencies with their own technical support staff. A co-located hosting agreement allows agencies to physically house their server at the State's data center facilities. This type of agreement provides agencies with the facilities, scalability and control of owning their own hardware, combined with the extensive security and protection of a dedicated server. Support and update services for the server and applications are provided by the agency. This allows agencies to take advantage of the data centers regulated power, shared Internet connections, controlled environment, and security to ensure the highest level of uptime and protection possible for agency Web sites and applications.

Overview

Co-Located Web Hosting is available to all state agencies. All co-located servers must conform to rack engineering standards and requirements established by ITS. Rack configurations include per "U", half and full cabinet options. In addition to server rack space, the following data center services are included with Co-Located Web Hosting:

- ?? Uninterruptible power
- ?? Network Cabling
- ?? Environmental Control (HVAC)
- ?? Security
- ?? IP Addresses
- ?? Out-of-band access

Monthly charges for Co-Located Web Hosting are outlined below.

Co-Located Web Hosting Rates		
Billable Item	**Setup Fee**	**Rate**
Rack Unit (U)		$3 / month
½ Rack		$50 / month
Full Rack		$100 / month
Consulting Services (As Needed)	none	75.00/hr.